

## **7QC TOOLS AND QCC**

### ***Introduction:***

This is a hands-on training programme designed to impart the skill to use the 7QC tools to solve quality problems and undertake improvement projects. Participants will also learn the Quality Control Circles (QCC) philosophy and methodology

### ***Course Objectives:***

Upon completion of this course, participants will be able to:

- Understand the 7QC Tools, its application process and benefits
- Acquire the knowledge in forming and administering QCC
- Use quality tools to communicate and resolve problems
- Link statistically tools in problem solving
- Understand each of the 7QC tools in relation to simple statistics and common sense techniques
- Select the suitable QC tools in problem-solving or improvement steps
- Use 7QC tools to identify problem cause, analyze data, do evaluation and rectify problems
- Evaluate the validity of the collected and analyzed data for decision making
- Plan a QCC project in their work area
- Foster closer relationship among employees by working together as a team with the aid of the QC Circle formation
- Apply strategy to maintain and sustain the QCC activities
- Provide insights how QCC can reduce costs and hence increase productivity and profitability

### ***Course Contents:***

1. Introduction to QCC
2. The Concept of Empowerment & Continuous Improvement
3. Objectives & Benefits of QCC
4. Understanding the motivation of having a QCC
5. QCC Program Planning
6. Team Formation & Avoiding Pitfalls
7. Role of Management in motivating QCC activity
8. The QCC committee
9. Data Analysis & Data Based Approach
10. Process Mapping & Analysis
11. Introduction To The 7QC Tools

12. The Importance Application Of Each Tool To Relevant Situation
13. Check Sheets
  - Types of Data to be collected
    - Do/Don'ts
    - The use of Tally Sheet and Concentration Diagram
  - Practical Case Study
14. Pareto Diagrams
  - The 80/20 rule
  - The purpose and it's application
  - Practical Case Study
15. Histograms
  - The concept and application to study
    - Process average/Spread
    - Process performance/capability
  - Practical Case Study
16. Fish Bone Diagram
  - The importance of using CE diagram in identifying possible cause
  - Critical factors to be considered
  - It's application as defect mapping tool using 5Why's
17. Data Stratification
  - The concept and application
  - The need for Data Stratification in identifying the root causes
  - Practical Case Study
18. Flow Charts
  - The concept and application
  - Flow chart as Process Mapping tool
    - Problem areas and improvement opportunities
    - Promote process understanding
  - Practical Case Study
19. Scatter Diagrams
  - The concept and application
  - The Correlation between 2 variables (X-Y)
  - Practical Case Study
20. Control Charts
  - The concept and application
  - Variation in process
    - Type of variations in process
    - Common & Specific Causes
  - Constructing Control Charts and Interpretations
  - Practical Case Study
21. Initiating and Sustaining QCC Culture
22. Effective QCC implementation
23. Implementation Challenges & Issues

*Note: Excel Tools and Templates that can be used for implementation at workplace will also be given to participants during the training.*

***Training Methodology:***

Lecture, Workshop Activities, Group Discussion & Case Studies.

***Who Should Attend:***

QCC Team Leaders, QCC Team Members, QCC Facilitators, Line Leaders, Maintenance Personnel, QC Personnel, QC Manager, Production Manager / Executive /Engineers/ Supervisor and all those who like to know about the QCC activities and how to apply the 7QC tools to solve their work place problems effectively and obtain tangible results for their organisations.

***Award of Certificate:***

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

***Duration:***

2 days (14 hours)

***Course Fee:***

\$420 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)